PRESS RELEASE

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AMERICAN AIRLINES TEAM IN GRENADA IS RECOGNIZED FOR EXCELLENCE IN CUSTOMER SERVICE

Team Receives Award as Airline Celebrates Five Years of Service in Grenada

ST. GEORGE'S, Grenada – The American Airlines team at Maurice Bishop International Airport (GND) in Grenada has much to celebrate this month. As American marks its fifth anniversary of service to the island, the airline has awarded the airport team with the Customer Cup award for excellence in customer service. This is the second consecutive win for the station, which is staffed by American Eagle, and the third time overall that the team has won this award.

The Customer Cup is given each quarter by American Airlines to stations throughout the system that are providing an improved customer experience at their respective airports. The award is based on customer feedback and is categorized by market size from largest to smallest airports according to flight activity. This quarter, Grenada won the Customer Cup for its improved customer satisfaction ratings in a number of key areas including the likelihood of its customers to recommend the airline, the customers' overall flight experience, baggage delivery and on-time departures. Grenada's airport team was also recognized with this award in the first quarter of 2011 and in the second quarter of 2013.

Jorge Ramirez-Blanco, Vice President- International Operations for Eagle and Alfredo Gonzalez, American's Managing Director- Caribbean, traveled to Grenada to present the award to the team.

"Our team in Grenada is focused on providing our customers with an exceptional travel experience in every step of their journey and we are glad that they have taken note of our efforts," said Gillian Thompson, American's General Manager-Grenada. "Celebrating our fifth anniversary on the island is a big milestone, and receiving this award during this time is especially gratifying for our team."

American Airlines offers up to seven weekly flights between Grenada and Miami International Airport, depending on the season. From its hubs in the United States, American offers connections to more than 270 airports in 50 countries and territories throughout the world.

Grenada is Recognized for Excellence in Customer Service
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About American Airlines
American Airlines focuses on providing an exceptional travel experience across the globe, serving more than 270 airports in nearly 50 countries and territories. American's fleet of nearly 900 aircraft fly an average of more than 3,500 daily flights worldwide from hubs in Chicago, Dallas/Fort Worth, Los Angeles, Miami and New York. American flies to nearly 100 international locations including important markets such as London, Madrid, Sao Paulo and Tokyo. With more than 500 new planes scheduled to join the fleet, including continued deliveries of the Boeing 737 family of aircraft and new additions such as the Boeing 777-300ER and the Airbus A320 family of aircraft, American is building toward the youngest and most modern fleet among major U.S. carriers. American's website, aa.com®, provides customers with easy access to check and book fares, and personalized news, information and travel offers. American's AAdvantage® program, voted Airline Program of the Year at the 2013 Freddie Awards, lets members earn miles for travel and everyday purchases and redeem miles for flights to almost 950 destinations worldwide, as well as flight upgrades, vacation packages, car rentals, hotel stays and other retail products. The airline also offers nearly 40 Admirals Club® locations worldwide providing comfort, convenience, and an environment with a full range of services making it easy for customers to stay productive without interruption. American is a founding member of the **one**world® alliance, which brings together some of the best and biggest airlines in the world, including global brands like British Airways, Cathay Pacific, Iberia Airlines, Japan Airlines, LAN and Qantas. Together, its members serve nearly 900 destinations served by more than 10,000 daily flights to more than 150 countries. Connect with American on Twitter @AmericanAir or Facebook.com/AmericanAirlines. American Airlines, Inc. and American Eagle Airlines, Inc. are subsidiaries of AMR Corporation. AMR Corporation common stock trades under the symbol "AAMRQ" on the OTCQB marketplace, operated by OTC Markets Group.

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